

Marlene Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

**Re: EB Docket 06-36
Annual 47 C.F.R. § 64.2009(e) CPNI Certification**

Date filed: **March 1st, 2012**

Name of company covered by this certification: **Liberty Cablevision of Puerto Rico, LLC.**

Form 499 Filer ID: **825990**

Name of signatory: **John Conrad**


Title of signatory: **Legal Director**

I, John Conrad, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See* 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules (see attached Accompanying Statement).

The company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission) against data brokers in the past year. The Company has not received any specific information with respect to any pretexters attempting to use or access CPNI, and the Company has taken the steps established in the operating procedures to protect CPNI.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI (number of customer complaints a company has received related to unauthorized access to CPNI, or unauthorized disclosure of CPNI, broken down by category or complaint, *e.g.*, instances of improper access by employees, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information). If affirmative: N/A



John Conrad
Legal Director
Liberty Cablevision of Puerto Rico, LLC.
Tel. 787-657-3050, ext. 5035
Fax 787-262-6348
jconrad@libertypr.com

attachment

c: Enforcement Bureau, Telecommunications Consumers Division
Best Copy & Printing, Inc.

ACCOMPANYING STATEMENT TO
Annual 47 C.F.R. § 64.2009(e) CPNI Certification
For the period of January 1st until December 31st, 2011

EB Docket 06-36

Liberty Cablevision of Puerto Rico, LLC. (hereinafter LCPR), has established adequate procedures to ensure that it is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Federal Communications Commission's rules¹ (hereinafter the Rules). Accordingly, LCPR hereby sets forth the following:

1. LCPR uses LCPR customers' CPNI solely in accordance with the CPNI Rules. LCPR does not disclose to or otherwise permit the availability of CPNI to third parties. Access to LCPR's customers' CPNI is restricted, available only to LCPR's employees as necessary to perform their duties as part of LCPR's provision of its VoIP service.
2. LCPR has taken reasonable measures to discover and protect against attempts to gain unauthorized access to CPNI. Customers are properly authenticated prior to disclosing CPNI based on customer-initiated telephone contact, online account access, or an in-store visit.
3. LCPR has designated its Legal Director as the officer or agent with personal knowledge to certify compliance with the CPNI Rules ("LCPR's CPNI agent").
4. LCPR does not disclose to or otherwise permit the availability of CPNI within the Company for marketing purposes.
5. LCPR does not disclose to or otherwise permit the availability of CPNI to joint venture partners, independent contractors or any other third party for marketing purposes.
6. LCPR has approved and trained its Customer Service personnel on its Policy and Procedure for CPNI Protection during customer-initiated telephone account access requests and in-store visits, to effectively protect against pretexting and illegal data brokers. LCPR has established an adequate policy and procedures that require proper training of all Customer Service personnel with regard to when they are and are not authorized to use or disclose CPNI, and all such personnel are required to implement such policy, subject to a disciplinary process which can lead to immediate suspension and even termination depending on the gravity of the circumstances involved in the breach. Pursuant to the Rules, the procedures encompass, *inter alia*, the requirements for the setup and changes of Passwords to access CPNI online and through Customer

¹ As amended by the Report and Order and Further Notice of Proposed Rulemaking, *In the matter of Implementation of the Telecommunications Act of 1996: Telecommunications Carriers' Use of Customer Proprietary Network Information and Other Customer Information*, CC Docket No. 96-115, WC Docket No. 04-36, rel. April 2, 2007.

Service. They also encompass the customer notification requirements for changes in the Address of Record pursuant to the Rules.

7. LCPR has established procedures adequate for compliance with the Rules in relation to the establishment of a password and back-up authentication methods for lost or forgotten passwords for access to CPNI.. If the customer cannot provide the correct password or the correct response for the back-up customer authentication method, the customer must establish a new password.
8. LCPR has established the procedures to immediately send a carrier-originated notification to the customer pursuant to the Rules, whenever a password, customer response to a back-up means of authentication for lost or forgotten passwords, online account, or address of record is created or changed, and without revealing the changed information.
9. As part of its policy and procedures for CPNI Protection, in regard to any type of administrative (law enforcement) or court subpoena, or under request by any third party (i.e., anyone other than the properly authenticated customer him/herself), without exception, all such CPNI requests are sent to the undersigned LCPR's CPNI agent in the Legal Department for proper action. LCPR's CPNI agent (and back-up personnel) is prepared to adequately act upon valid law enforcement requests, as well as any improper requests, and has knowledge of when a CPNI breach notification to the U.S. Secret Service and the F.B.I. is required, through the CPNI Breach Reporting Facility, and related notice hold requirements under the Rules.
10. LCPR had no issues with data brokers in 2011. Therefore, no action was required.
11. LCPR had no customer complaints regarding unauthorized disclosure of CPNI during 2011.